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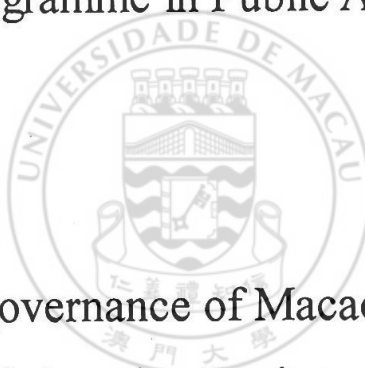
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University of Macau

Faculty of Social Sciences and Humanities

Master's Degree Programme in Public Administration



A Study of E-governance of Macao Special
Administrative Region

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Abstract

The strategy of Macao e-governance begins at the development of e-administration, followed by e-information, e-service and e-participation. The Macao government first established internal information network for office automation and communication among government departments. It extended to external information network and public e-services for the efficiency of administration and service delivery. Responding to the rapid technological development and the high penetration rate of ICTs in the local community, the Macao government introduced electronic measures for public e-participation that has enhanced government-citizen relation. This thesis evaluates e-administration, e-service and e-democracy of the Macao government, and points out limitations and constraints for the development of e-governance in Macao. It also addresses the role of e-government and e-governance development in regard to government-citizen relation and good governance.

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